

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3286

TITLE: PROGRAM MANAGER

GRADE: S-31

DEFINITION:

Under the direction of the Deputy Director of Social Services, to serve as the "technical expert" in a designated area of social work specialization (Family and Child Services, Adult and Aging Services, Prevention Services, Benefit Program Services, Crisis Management Services, Employment and Training Services, or Court Supervised Care); to ensure the quality of casework supervision in that area of specialization; to participate in ensuring the wise and effective use of program resources to meet community needs; and to do related work as required.

TYPICAL TASKS:

For the area of specialization to which assigned (Family and Child Services, Adult and Aging Services, Prevention Services, Benefit Program Services, Crisis Management Services, Employment and Training Services, or Court Supervised Care), provides supervisory and managerial guidance to casework supervisors;

Guides and supports subordinate caseworkers;

Develops and recommends casework policies and procedures for approval by the Director;

Interprets and implements Federal, State, and County policies, as well as the agency's internal operating procedures;

Collaborates, on a peer basis, with Social Work Team Operations Managers overseeing the operation of the agency's field offices to ensure the close coordination and effectiveness of services provided to clients;

Establishes and maintains relationships with community organizations to provide coordinated client assistance and serve as an advocate for client needs;

Researches alternatives for dealing with special client needs;

Assists, as needed, with direct services provided to the client;

Participates in the agency's planning activities to ensure that client needs are properly addressed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of the principles, policies and methods governing the area of social work specialization to which assigned;

Extensive knowledge of the regulations and guidelines pertaining to the area of social work specialization to which assigned;

Extensive knowledge of the philosophy and provisions of pertinent Federal, State and County laws, and the ability to apply and interpret them accurately;

Thorough knowledge of the principles of casework supervision;

Ability to communicate clearly and concisely, both orally and in writing;

Ability to establish and maintain good working relationships with others.

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EMPLOYMENT STANDARDS:

Any combination of education and experience equivalent to a bachelor's degree in social services, human services, or a related field; plus five years of professional experience in the social services or human services field, two years of which included supervising professional staff. A master's degree in an appropriate field may be substituted for one year of the required experience.

ESTABLISHED: March 6, 1989

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